



# Minnesota Relay Customer Preference Form

For assistance with this form please contact the Minnesota Relay Consumer Relations Office at 1-800-657-3775 or Sprint 24 Customer Service at 1-800-676-3777.

## Customer Information

Last Name:	First Name:	Middle Initial:
Phone Number: (      )		
Street Address:		
City:	State: MN	Zip:

## Long Distance Carrier

Call 1-800-676-3777 for a list of available long distance carriers. If no carrier is indicated, long distance calls will be carried and billed by Sprint.

Long Distance Carrier (InterLATA):	
Regional Carrier (IntraLATA):	

## Preferred Billing Method

Long distance calls are billed to the number from which you are calling. If you don't want calls billed this way, select your preferred billing method.

<input type="checkbox"/> Collect	
<input type="checkbox"/> Third Party	Third Party Phone Number:
<input type="checkbox"/> Calling Card	Calling Card Name:
	Calling Card Account Number:
	Calling Card Phone Number: (      )

## Frequently Dialed Numbers

	Name	Phone Number
1		(      )
2		(      )
3		(      )
4		(      )
5		(      )
6		(      )
7		(      )
8		(      )
9		(      )
10		(      )

## Emergency Numbers (Police, Fire Department, Poison Control, etc . . .)

	Name	Phone Number
1		(      )
2		(      )
3		(      )
4		(      )
5		(      )

## Answer Type - Every time I answer a relay call, I use:

<input type="checkbox"/> TTY	<input type="checkbox"/> Voice	<input type="checkbox"/> VCO	<input type="checkbox"/> HCO
<input type="checkbox"/> Speech to Speech	<input type="checkbox"/> ASCII - 300	<input type="checkbox"/> ASCII - 1200	<input type="checkbox"/> ASCII - 2400

## Branding of Call Type - Every time I call relay I, use:

<input type="checkbox"/> TTY	<input type="checkbox"/> Voice	<input type="checkbox"/> VCO	<input type="checkbox"/> HCO
<input type="checkbox"/> Speech to Speech	<input type="checkbox"/> ASCII - 300	<input type="checkbox"/> ASCII - 1200	<input type="checkbox"/> ASCII - 2400

## Language Type

<input type="checkbox"/> English	<input type="checkbox"/> Spanish	<input type="checkbox"/> ASL
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<b>Customer Notes: Please limit to 76 characters per note (attached additional sheet if necessary)</b>	
1	
2	
3	
Signature:	
Reference Number:	Date:

Please fax or mail completed form to: 1-877-877-3291 (fax)  
Sprint Relay Customer Service  
P.O. Box 29230  
MOINDA0101  
Shawnee Mission, KS 66201-9230



## Information for Completing the Minnesota Relay Customer Preference Form

By completing and submitting the Minnesota Relay Customer Preference Form the Relay is able to store your call preferences in their database. This will allow your Relay calls to be set up quickly and ensures that your preferred carrier is used for long distance calls.

All information on your Customer Preference Form is kept confidential.

On the enclosed form, please complete the information you wish to be entered into the database. You are only required to provide your first and last name, phone number, and one preference field. However, the more information you provide, the easier it will be for you to place and receive Minnesota Relay calls.

It is recommended that you complete the Customer Preference Form for your home and/or cell phone only. The database may not work properly on business lines because the number you are calling from is not always the same number that Minnesota Relay receives.

### **If you have any questions on completing this form, please contact:**

Minnesota Relay Consumer Relations Office: 1-800-657-3775

or

Sprint 24 Hour Customer Service: 1-800-676-3777 (voice/TTY)

E-mail: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)

### ***Customer Information***

Please provide your last name, first name, and middle initial. Also provide your 10 digit phone number.

Please provide your physical street address (not a post office box). This could save valuable time when calling for emergency services.

### ***Long Distance Carrier***

The long distance carrier you have chosen for your home service is NOT automatically applied to your Minnesota Relay calls. You must complete this section to have long distance charges billed through your carrier of choice. **If you do not indicate a long distance carrier, your long distance Minnesota Relay calls will be carried and billed by Sprint.**

Please choose the carrier that you currently have as your long distance provider. You must currently have a billing relationship established with the carrier that you indicate as your COC. If you do not have a billing relationship with the carrier you choose, your call may not go through, or you may be billed at a rate that is much higher than you anticipate.

**For a current list of all available long distance carriers, please contact Sprint 24 Hour Customer Service at 1-800-676-3777 (voice/TTY).**

### ***Preferred Billing Method***

Long distance charges will be billed to the number you are calling from. If you do not want your calls billed this way, please choose an alternative billing option.

### ***Frequently Dialed Numbers***

This allows you to conveniently store up to ten frequently dialed phone numbers in your personal preference database. Please provide the name (up to 9 letters/spaces) and the 10 digit telephone number. When you place a call to anyone on this list, you need only tell the Relay communication assistant the name of whom to call.

### ***Emergency Numbers (Police, Fire Department, Poison Control, etc . . .)***

This allows you to store up to five emergency phone numbers in your personal preference database. Please provide the name of the emergency service (up to 9 letters/spaces) and the 10 digit telephone number. When you place a call to an emergency service on this list, you need only tell the Relay communication assistant the name of whom to call.

### ***Answer Type***

This informs the Relay communication assistant of how you prefer to answer the phone when someone *is calling you through Relay*.

### ***Branding of Call Type (permanent branding)***

You can permanently establish your call type as a TTY, Voice, VCO, HCO, Speech-to-Speech or ASCII. This is called "Branding." When your phone number is branded, each *call you place into Minnesota Relay* will be answered with a unique greeting based on your call type preference.

### ***Language Type***

This will indicate to the Relay communication assistant if your preferred language is English, Spanish or American Sign Language (ASL).

### ***Customer Notes***

This option allows you to enter three requests you have when using Minnesota Relay (up to 76 letters/spaces per note). Notes may include requests such as:

- Do not relay background noises.
- Do not use abbreviations when typing your call.
- Use slow typing speed (please indicate the number of words-per-minute).
- Customize how the communication assistant announces Relay to the called party.
- Translate ASL to English and English to ASL.

### ***Reference Number***

Once your personal preference information has been entered into the Minnesota Relay database, you will be sent a letter containing a personal reference number. Please retain this number for future use. If you wish to discuss or change your Customer Preference information, you will be required to provide your personal reference number to the Sprint Customer Service representative. To ensure your privacy, without your personal reference number, we will be required to communicate through the mail.

You may download a Customer Preference Database form from our Web site at: **[www.mnrelay.org](http://www.mnrelay.org)**.

### **Please mail or fax this completed form to:**

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MOINDA0101  
Shawnee Mission, KS 66201-9230

Fax: 1-877-877-3291